



Mobility Management Project Development Process

NCDOT Public Transportation
Conference

January 8, 2014

Project Background

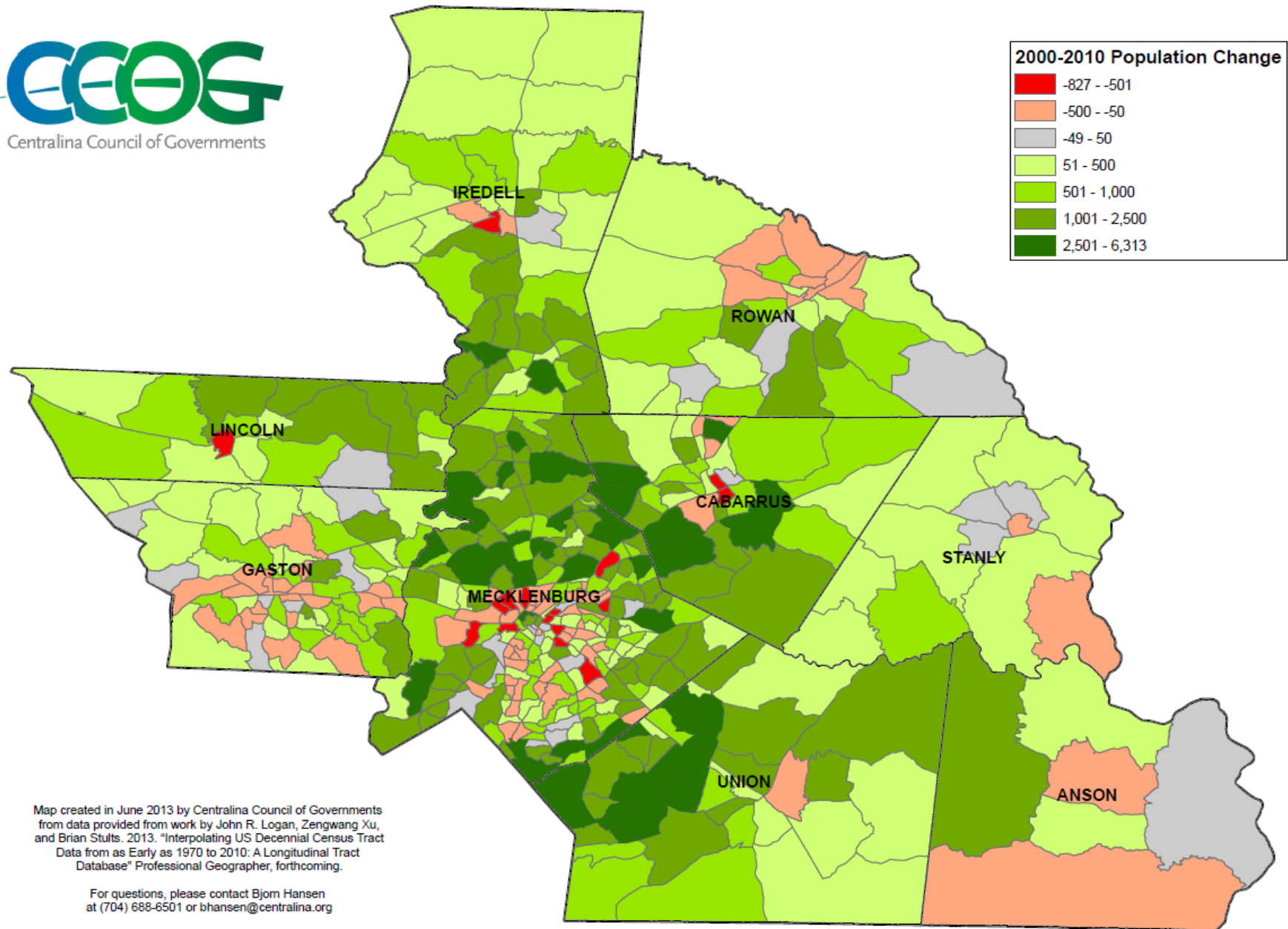
- Funding: NCDOT FTA Section 5310 grant for \$198,000
- Period of Performance: December 2011- September 2013
- Study Area: Nine-county Centralina Region
- Objectives:
 - Develop Mobility Management program for the nine-county region
 - Increase coordination between systems
 - Establish one-call/one-click center
- Volunteer transportation was identified as a need through this process



CENTRALINA
MOBILITY
MANAGEMENT

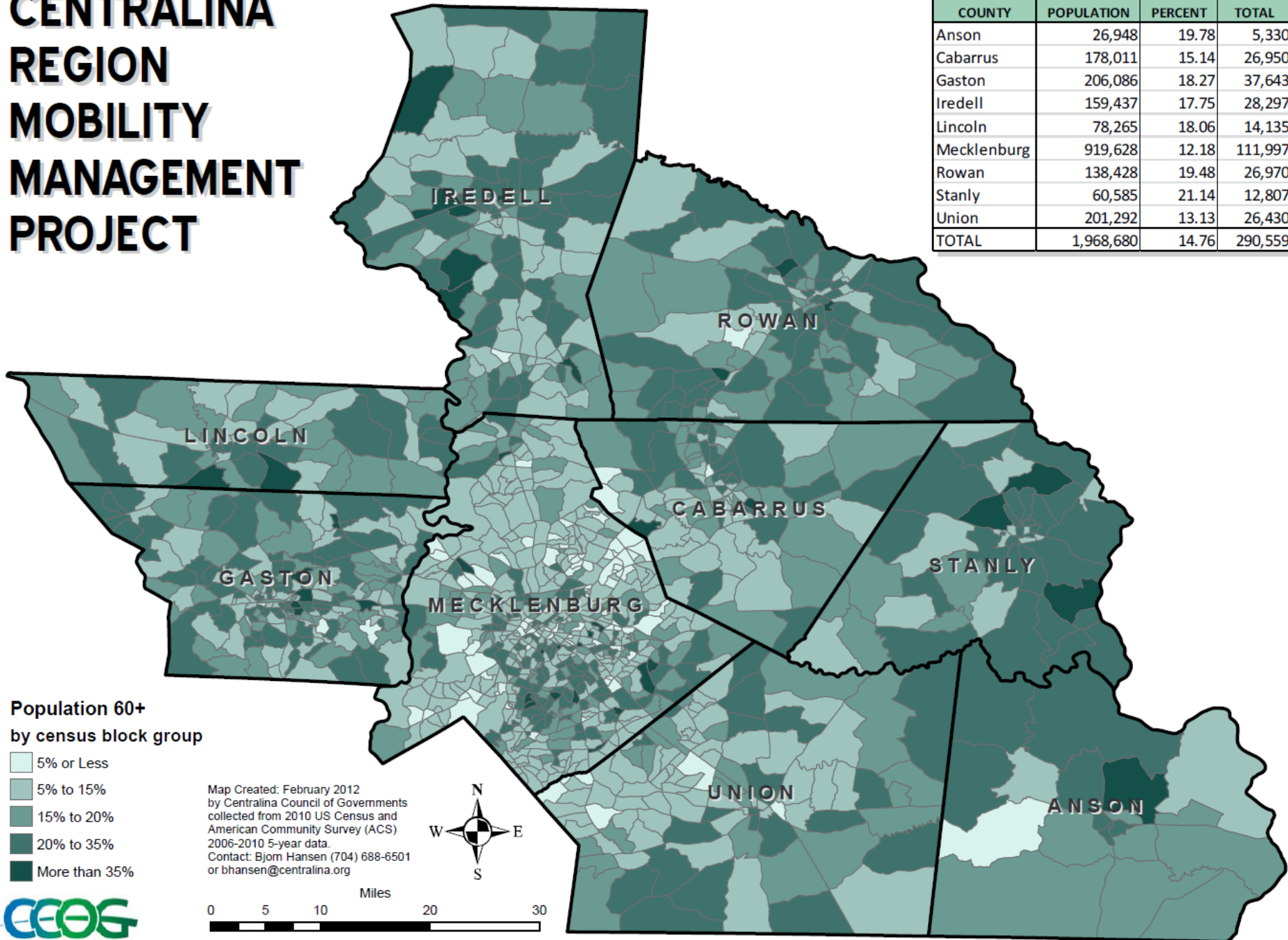
CCOG
Centralina Council of Governments

Centralina Region 2000-2010 Population Change



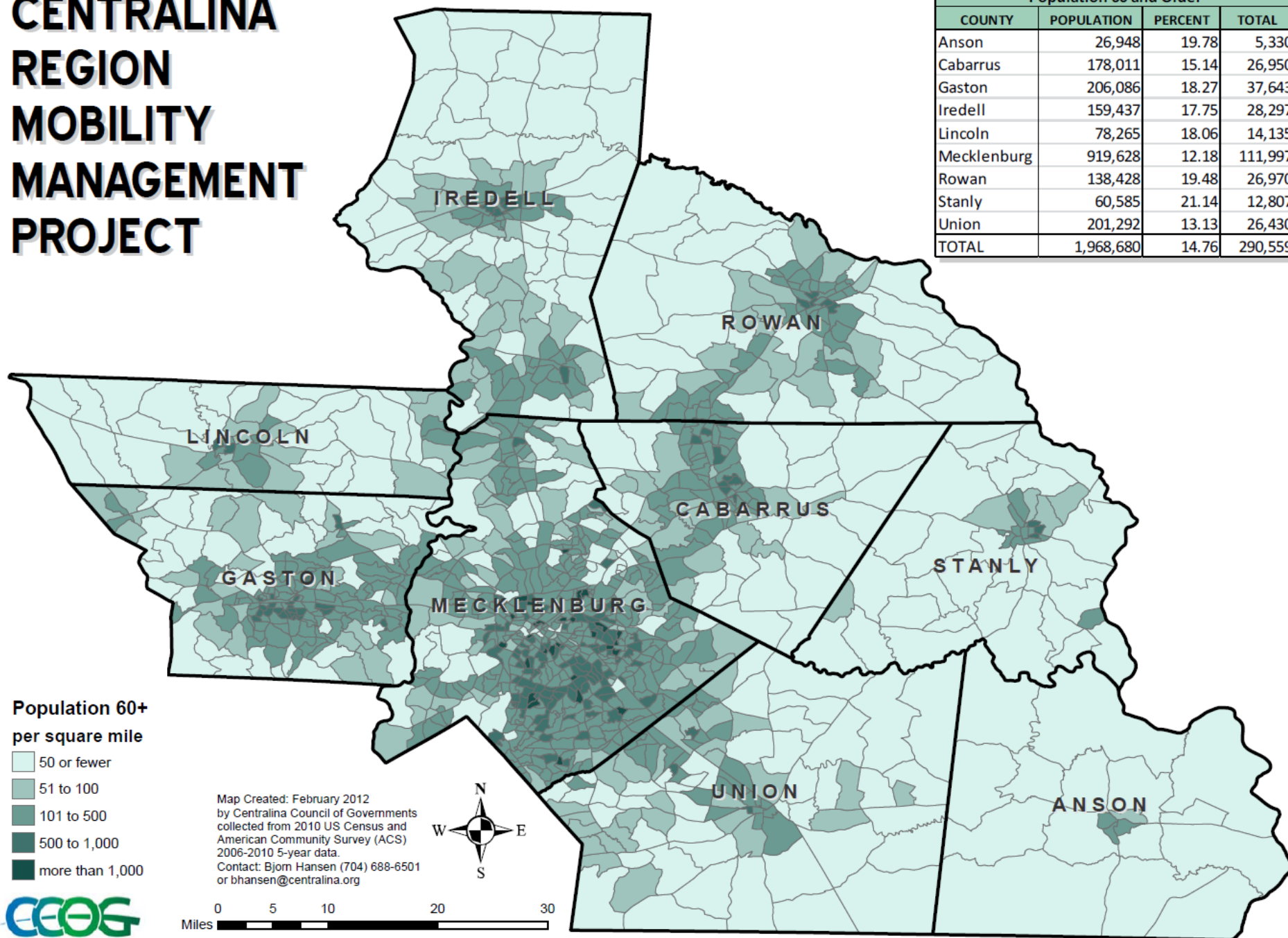
CENTRALINA REGION MOBILITY MANAGEMENT PROJECT

Population 60 and Older			
COUNTY	POPULATION	PERCENT	TOTAL
Anson	26,948	19.78	5,330
Cabarrus	178,011	15.14	26,950
Gaston	206,086	18.27	37,643
Iredell	159,437	17.75	28,297
Lincoln	78,265	18.06	14,135
Mecklenburg	919,628	12.18	111,997
Rowan	138,428	19.48	26,970
Stanly	60,585	21.14	12,807
Union	201,292	13.13	26,430
TOTAL	1,968,680	14.76	290,559



CENTRALINA REGION MOBILITY MANAGEMENT PROJECT

Population 60 and Older			
COUNTY	POPULATION	PERCENT	TOTAL
Anson	26,948	19.78	5,330
Cabarrus	178,011	15.14	26,950
Gaston	206,086	18.27	37,643
Iredell	159,437	17.75	28,297
Lincoln	78,265	18.06	14,135
Mecklenburg	919,628	12.18	111,997
Rowan	138,428	19.48	26,970
Stanly	60,585	21.14	12,807
Union	201,292	13.13	26,430
TOTAL	1,968,680	14.76	290,559



Coordination with Other Processes and Plans

- North Carolina Medicaid Non-Emergency Medical Transportation (NEMT)
- NCDOT Regionalization Study

Stakeholders by County

- Community transportation systems
- Fixed-route systems (not in all counties)
- Departments of Social Services
- Veterans Service Offices
- Rural and/or Metropolitan Planning Organizations
- Advocates or non-profit representatives

Timeline

- Winter 2012: Kickoff and data collection
- Spring 2012: Data collection, and research on different arrangements throughout United States
- Summer 2012: Identifying and evaluating strategies
- Fall 2012: Prioritizing and developing strategies
- December 2012: Section 5310 grant application for short-term activities
- Spring 2013: Preparation work for mobility management program, volunteer transportation, and report writing
- Summer 2013: Preparation for volunteer transportation, report recommendations presentations, and report writing

Throughout Process: NEMT and Regionalization...

CENTRALINA
MOBILITY
MANAGEMENT

CCOG
Centralina Council of Governments

Status of Scheduling Technology in Region

Scheduling Software used: Trapeze, StrataGen, RouteMatch, and
ITRE's in-house software

AVL Hardware used: Ranger, Trapeze, and "none"

Current Optimization Between Systems: Currently no
interoperability or commonality of databases, software
communication, or hardware

Considerations for Scheduling Optimization

- Consistency between systems
- Ability to consolidate call center operations
- Increased utilization of fleets
- Reduced costs
- Eligibility for grants to pay for initial installation

NCDOT Interest: Will this help implement recommendations from a RAP for the Centralina region?

Scheduling Technology

Conclusions

- Optimized scheduling between the nine counties can reduce costs (or increase capacity) 2-4 percent
- Payback of initial investment is 1-2 years
- Integrating scheduling operations between systems is possible, but will likely require some systems to change programs/equipment
- Systems are not going to integrate scheduling operations without a carrot or a stick
- Best strategy to meet needs of a growing and suburbanizing region

Implementation

Short-Term (2013-2015)

- Initiate volunteer transportation program
- Initiate quarterly transit provider training and coordination meetings
- Initiate one-call/one-click information and referral service
- Facilitate RAP implementation

Long-Term (2015 and later)

- Respond to RAP incentives and Veterans Mobility Initiative grants for upgrading scheduling programs
- Respond to NEMT accountability requirements for eligibility and program compliance by providers



Regional Action Plans (RAP)

- Requirement of the NCDOT as a by-product of 2012 Regionalization Study
- Required to be completed by mid-2015
- “Regions” are self-defined, but ours will likely be the same as the Centralina region
- RAP development is from late 2013 through mid-2014
- Centralina Mobility Management report will feed into RAP process
- RAP will include locally-supported recommendations, categorized as “consolidating, connecting, coordinating, and communicating” activities



Goals and Strategies

	Volunteer Transportation Program	One-Call/ One-Click Referral Service	Quarterly transit provider meetings	Offer auditing capability for trip verification	Inter-operable scheduling and agency coordination	Referrals to transit systems for service	Write & administer multi-county grant applications	Training and professional development courses
Goal 1- Increase Awareness and Information Sharing								
Goal 2 – Increase Service Capacity and Capability								
Goal 3 – Improve Efficiency and Cost-Effectiveness								
Goal 4 – Respond to NCDOT and DHHS Mandates and Initiatives								

Short-Term	
Long-Term	

Overall Project Deliverables

- “Most” of a Regional Action Plan
- Volunteer Transportation Program
 - Non-profit developed
 - Linkages with existing agencies and programs
- Mobility management agency identified
- Multiple training events
 - Two-day mobility management course
 - One-day musculoskeletal awareness course
- Monthly transit provider stakeholder meetings
- Technical evaluations of scheduling technology packages

Questions?

Project website:

www.centralinamobility.org

or contact

Bjorn Hansen at

704-688-6501 or

bhansen@centralina.org

